

Better Living at Home

Health & Human Services

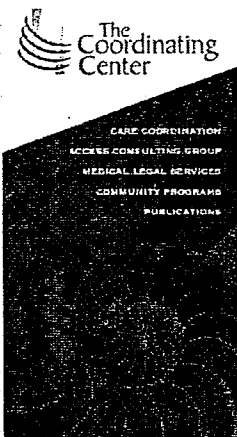
The County's *Better Living at Home* program began in November 2008 as an innovative and cost-effective approach to serve vulnerable adults who wish to remain in the community and age in place. Utilizing occupational therapists, social workers and community health nurses, the program works to help maximize what individuals can do for themselves, rather than becoming dependent on others for supportive services. Examples of interventions implemented by the program range from: installation of wheelchair ramps, handheld showers, raised toilet seats, shower transfer benches, vision magnification devices and improved lighting, to training caregivers in new skills and re-arrangement of household furniture. The program costs less than \$1,000 per client and typically involves an initial assessment, with two to four follow-up visits by an occupational therapist.

Award Recipients

Mary Becker-Omvig

Odile Saddi

Charles A. Smith



Neighborhood Safety Net Initiative

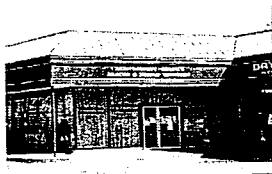
Best of Category
Health & Human Services

The Neighborhood Safety Net Initiative (now renamed as the Neighborhood Opportunity Network) was launched in February 2009. This public-private service delivery model was developed with the goal to employ and engage "Community Connectors"; natural leaders within the community who are unemployed and interested in serving residents in need by directing them to all necessary and accessible services available to them within their own community. Our vision of this "no wrong door" approach, one-stop-shop community oriented welcoming location, will connect the uninsured to medical and behavioral health care, prevent evictions, and help to pay for utilities, provide food stamps, childcare subsidies and temporary cash assistance.

We are proud of and thankful for, the 100 recruits and 15 Community Connectors who endured training and knocked on 5,100 doors in order to get information of our program to residents. Some of our accomplishments include; three centers, 6,845 served, 5,100 doors knocked on, 1,340 one-on-one conversations with residents from at least 63 different countries, neighborhood-based discussion circles with 380 residents, and 26 small group follow-up sessions.

Award Recipients

Uma Ahluwalia
JoAnn Barnes
Frankie Blackburn
JoAnne Calderone
Crystal Carr
David Carter
Robert Eaton
Jon Frey
Kate Garvey
Maria Gomez
Sue Gordon
Thom Harr
Vera Johnson
Betty Lam
Maureen Larenas
Elizabeth McMeekin
Ed Orzechowski
Jayne Park
Rosetta Robinson
Sally Rudney
Felicia Turner
Tim Warner



Quality Service Review

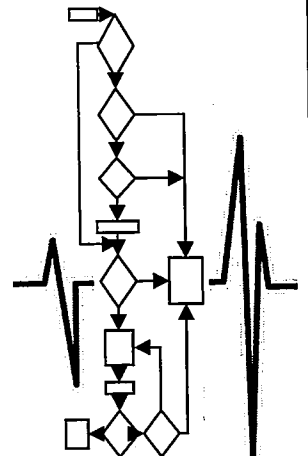
Health & Human Services

Quality Service Review (QSR) is a qualitative evaluation process that looks at client outcomes to determine why a practice is or is not working. Pilot-tested in June 2008, trained QSR reviewers examined client outcomes and service delivery system performances, across all programs in the integrated Montgomery County Department of Health and Human Services. By focusing on practice and results of case record reviews, interviews with clients, the client's service providers and significant others, applying status indicators and allowing comfortable communicative feedback sessions with caseworkers and their supervisors QSR gained valuable information about the system's effectiveness in serving the client which will help guide change in practices and improve protocol.

Awardees include members of the Design Team, those who pilot-tested the protocol and the author of the September 2010 Child Welfare indicator. A follow-up survey of managers and supervisory participants indicated that 75% of respondents have or will; make at least one change supporting improvement in their client's status, as well as their case practice and will convene a Service Team meeting to better coordinate services. In addition, 100% of respondents have or will engage in some follow-up discussion and 66% expect to make a system-wide improvement.

Award Recipients

JoAnn Barnes
Ellen Brown
JoAnne Calderone
Rebecca Garcia
Abigail Hoffman
William Goodwin
Scott Greene
Louise Klein
Lauren Newman
Cherisse Robles
Patti Rich
Colleen Ryan-Smith
Charles A. Smith
Sharon Strauss
Ina Weiser
Robert Wright



Time for Tea

Health & Human Services

The Department of Health and Human Services in partnership with local libraries, community providers and private businesses initiated "Time for Tea" (modeled after Strathmore's "High Tea") after recognizing that parents of small children with severe disabilities, ages birth to 7 years, have a great need for effective intervention programs. Time for Tea provides experts who hold discussion groups on topics such as: "How to Manage Challenging Behaviors", "Stress Management with Yoga", "How to Build Friendships in a Balanced Life", "Proper Lifting Techniques" and "How to Take-A-Break".

In addition to tea and pastries, child care is provided by licensed vendors in an adjacent room; allowing parents an all too elusive luxury of relaxing within their small group setting, feeling safe and focused enough to share their experiences, relax and network.

Award Recipients

Cristina Benitez
Ronnie Biemans
Monique Diaz
Karen Gipson
Amy Kealiher
Michele Kirkpatrick
Pamela Ko
Joanne Miller
Lauren Newman
Karen Patterson
Lakisha Scarlett
Jocelyn Smith-Joseph
Jennifer Stewart
Nick Vicente
Stephanie Williams
ARC Child Care Staff
Rockville Memorial Library



Winning Fathers Program at the Pre Release Center

Health & Human Services

The Winning Fathers Program is the result of collaboration between the Montgomery County Child Welfare Division of Child Welfare Services (CWS) and the Montgomery County Department of Correction and Rehabilitation, Pre-Release and Reentry Services Division (PRC) to provide parenting skills, healthy relationship education, counseling, mentoring and support services to PRC clients who are fathers. Our data (and experience) showed significant reintegration success and decrease in recidivism when eligibility expanded to the incarcerated client's significant other, whether in a committed or co-parenting relationship, without limitation of marriage.

Since becoming operational in 2006, this program has enabled fathers, their spouses and/or partners to develop healthy relationships in their homes and communities; develop the ability to resolve conflicts as a couple; advanced the overall well-being of the children in the household and improved the family's economic stability. Due to the popularity and effectiveness of the curriculum, we have had over 60 fathers participate annually since 2008.

Award Recipients

Patricia Braun
Rhonda Durst
Stefan LoBuglio
Nathaniel Parks
Edward Powell
Patricia Williams



H1N1 Flu Vaccine On-line Appointment Booking System

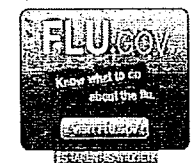
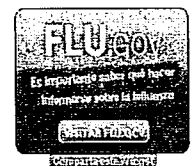
Technology Services

The Montgomery County, Maryland, H1N1 Flu Vaccine On-Line Appointment Booking System (H1N1), developed by the Department of Technology Services (DTS) in close collaboration with the Department of Health and Human Services (DHHS), enables County constituents to choose an H1N1 flu vaccine clinic location, select an appointment date/time, and submits essential information necessary to schedule an H1N1 flu vaccine appointment.

The H1N1 system supplements an existing telephone based flu vaccination scheduling process. The application may be accessed on-line at the following URL: www2.montgomerycountymd.gov/H1N1Flu/

Award Recipients

Mary Anderson
Shan Balasubramanian
Cyrus Behrooz
Lynn Cook
Chris Daniel
Cindy Edwards
Marta Gill (DHHS)
Mark Hodge (DHHS)
Kyung Lee (OPI)
Lily Li
Dianne Wyskoarko



Mapping School Absenteeism for Managing H₁N₁ Influenza Outbreak

Technology Services

ArcGIS based Mapping School Absenteeism Application (MSAA) was created to provide the Public Health Emergency Planning and Response team from the DHHS (staff) with useful geographic and attribute data information and to improve Public Health staff efficiency in obtaining information about absenteeism in schools and student exclusions due to flu-like symptoms during the H₁N₁ influenza pandemic. The MSAA application functionality includes geographical data display, and information from Public Health Services databases, including School Service Areas, High School Clusters, all school locations, number of excluded students from the school due to flu-like illness symptoms, and percentages of individual school absences.

Staff can access patterns across the county, provide delineations by school enrollment area, and update the percentage of absences for each school reporting absenteeism rates thanks to the application's ability to develop daily maps. The Montgomery County (MC) geographic information data presented in the MSAA reflects information downloaded daily by a DTS-GIS staff member.

Award Recipients

Debra Aplan
Carol Bernard
Wade Bouton
Judy Covich
Carol Jordan
Colleen Ryan-Smith
Apollo Teng
Dianne Woods

